



# **LOCAL TRANSPORTATION SERVICE ANALYSIS OF CUSTOMER CONTACTS**

## **LOCAL COMMITTEE FOR WOKING 28 JANUARY 2004**

### **KEY ISSUE:**

This report provides information about the nature and volume of customer reports, observations and complaints received during the period July – December 2003

### **SUMMARY:**

The information contained within this report is provided in accordance with a decision made at Local Committee (Transportation) on 23<sup>rd</sup> July 2003

### **OFFICER RECOMMENDATIONS:**

The Committee is asked to note the contents of this report.

## INTRODUCTION and BACKGROUND

- 1 At the Local Committee meeting (Transportation) of 23<sup>rd</sup> July 2003, information on types and volumes of customer reports and observations was presented with a view to providing similar information to Committee periodically.
- 2 Members decided that a report should be brought to Committee every 6 months and that the report should, if possible, include information on
  - a) typical response times to identified problems and
  - b) a breakdown within the figures on whether a number of customers have made a complaint/observation on the same issue.

## ANALYSIS AND COMMENTARY

- 3 Data extracted from our Customer Relations Management software on which are captured customer contacts with both the Local Transportation Service and the Surrey Contact Centre, show that during the period 1<sup>st</sup> July 2003 to 31<sup>st</sup> December 2003, the top 10 most popular subjects raised by our customers, either in the form of reports, observations or complaints were ~

Street light out	296
Overgrown vegetation	133
Blocked gully	96
Pothole	91
Damaged or missing manhole cover	73
Deterioration of the footway	63
Flooding	59
Street light on during the day	58
Skip permit request	54
Traffic calming request	53
All others	1390

(See Annex A for full report. NB there are some categories that could have been listed above but are too general in nature to point to a specific issue)

Overall total	2366
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- 4 In respect of 2a), a Key Performance Indicator is enshrined in both the Surrey Highway Partnership and the street lighting contract that will report typical response times to identified problems. In each case this data is not yet available. It is expected that the data will be available in time for the next report.
- 5 In respect of 2b), the Customer Relations Management software does not report on the incidence of multiple reports/observations on the same issue.

**CONSULTATIONS**

6 No consultation was involved in the development of this report.

**FINANCIAL IMPLICATIONS**

7 The financial implications of the popularity in 3 are known and understood, and where appropriate, taken into account when building maintenance budgets.

**SUSTAINABLE DEVELOPMENT IMPLICATIONS**

8 None

**CRIME & DISORDER IMPLICATIONS**

9 The LTS continues to recognise that there are implications for the safety of pedestrians, especially during hours of darkness, which may result from overgrown vegetation and faulty streetlights or the combination of the two.

**EQUALITIES IMPLICATIONS**

10 None

**CONCLUSION AND REASONS FOR RECOMMENDATIONS**

11 This report is for information only

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**BACKGROUND PAPERS: -**

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